

Be An Effective Manager

Understand the role of the manager and skills needed to operate effectively within a management team.

Management Roles

Policies and Procedures

- The manager's role is to create the policies and procedures of the business and then be responsible to enforce those policies and procedures.
- Policies and procedures ensure that the business operates smoothly and profitably. They also add structure to the employees' jobs by providing guidelines and rules to follow.

Administrative Tasks

- Manager's responsibilities include
 - Keeping employee records
 - Hiring Documentation
 - Disciplinary Write-Ups
 - Evaluation Forms
 - Creating Schedules
 - Maintaining Financial Documents
 - Be in charge of opening and closing procedures

Develop Management Skills

- An effective manager will have the following skills
 - Technical Skills
 - Administrative Skills
 - Planning and Controlling
 - Planning – determining what needs to be done and how it will be done
 - Controlling – the process of comparing the plan to the actual results
 - Problem Solving
 - Interpersonal Skills

Management Team

Organizational Structure

- Organizational structure – outlines the chain of command, and it should answer all questions regarding responsibility
 - Vertical organization – managers report to higher levels of management and filter work down to employees within specific departments
 - Top managers – people who have the most responsibility within the company
 - Middle managers – people who ensure that the decisions made by the top management are carried out
 - Supervisory managers – people who assign the work duties and directly supervise the employees

- Horizontal Organizations – known as self-managing organizations
 - Employees work in teams that manage themselves
 - Decisions are made based on the customer – not on the directives of management

Management Positions

- Store Manager – a member of top management who makes decisions about how the business should be run
- Operations Manager – a middle manager who deals with the day-to-day operations of the business including scheduling, opening and closing procedures, and cash register operations
- Merchandise Manager – responsible for the merchandise mix offered in the store
- Sales Promotions Manager – responsible for developing and implementing sales promotions within the store
- Controller – finance manager who maintains careful financial records